



# SMART Site Feedback

Communications & Customer Service  
Directorate  
Research & Resources Division



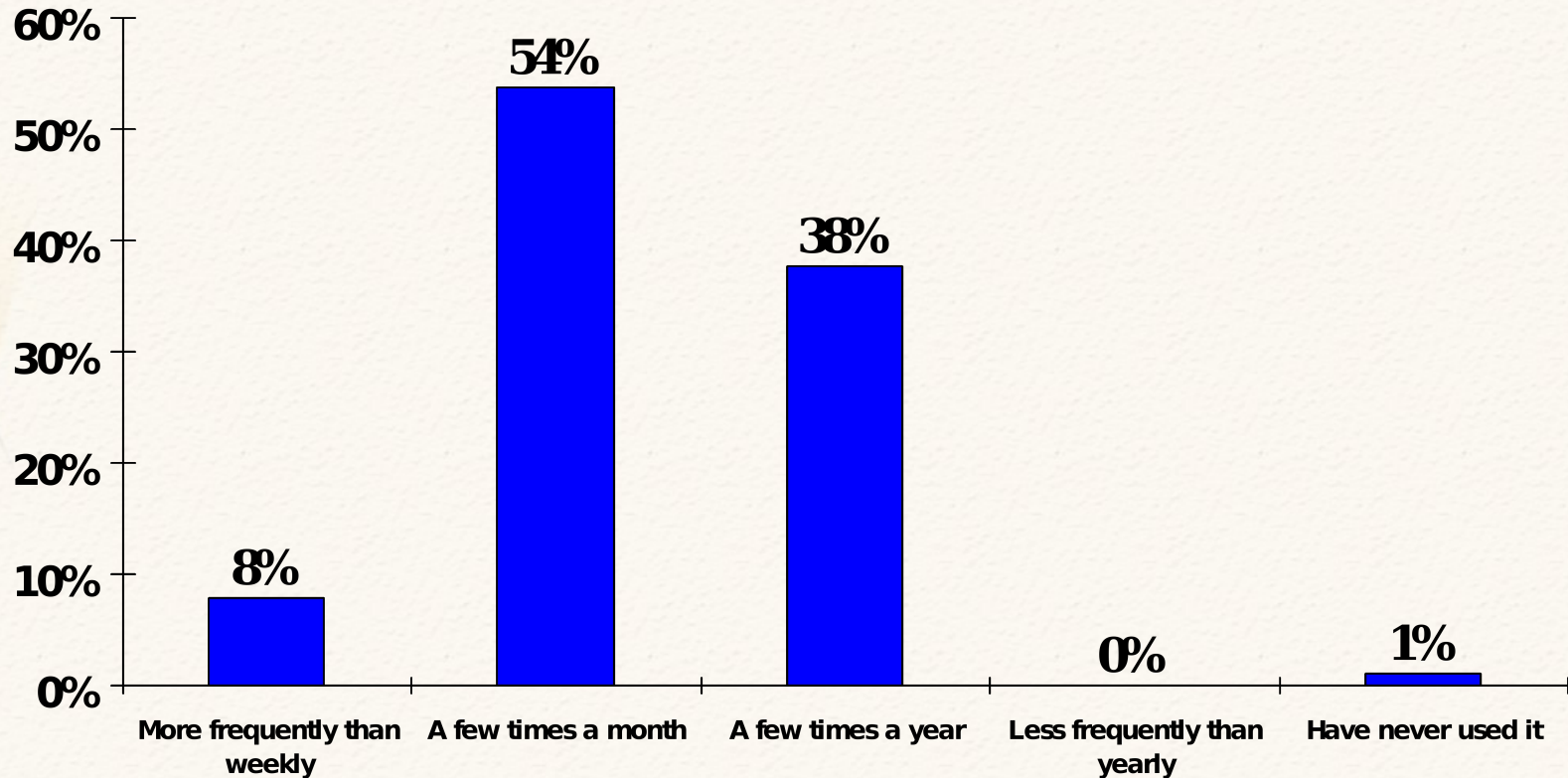
# SMART Site Feedback

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- Evaluation was:
  - Fielded on 13 June via e-mail invitation to Web evaluation
  - Reminder sent 20 June
  - Evaluation concluded 22 June
- 205 responses from 1,267 registered SMART site users (16.2% response rate)
- Assessment options were:
  - Greatly exceeded my expectations
  - Slightly exceeded my expectations
  - Met my expectations
  - Fell slightly short of my expectations
  - Failed to meet my expectations

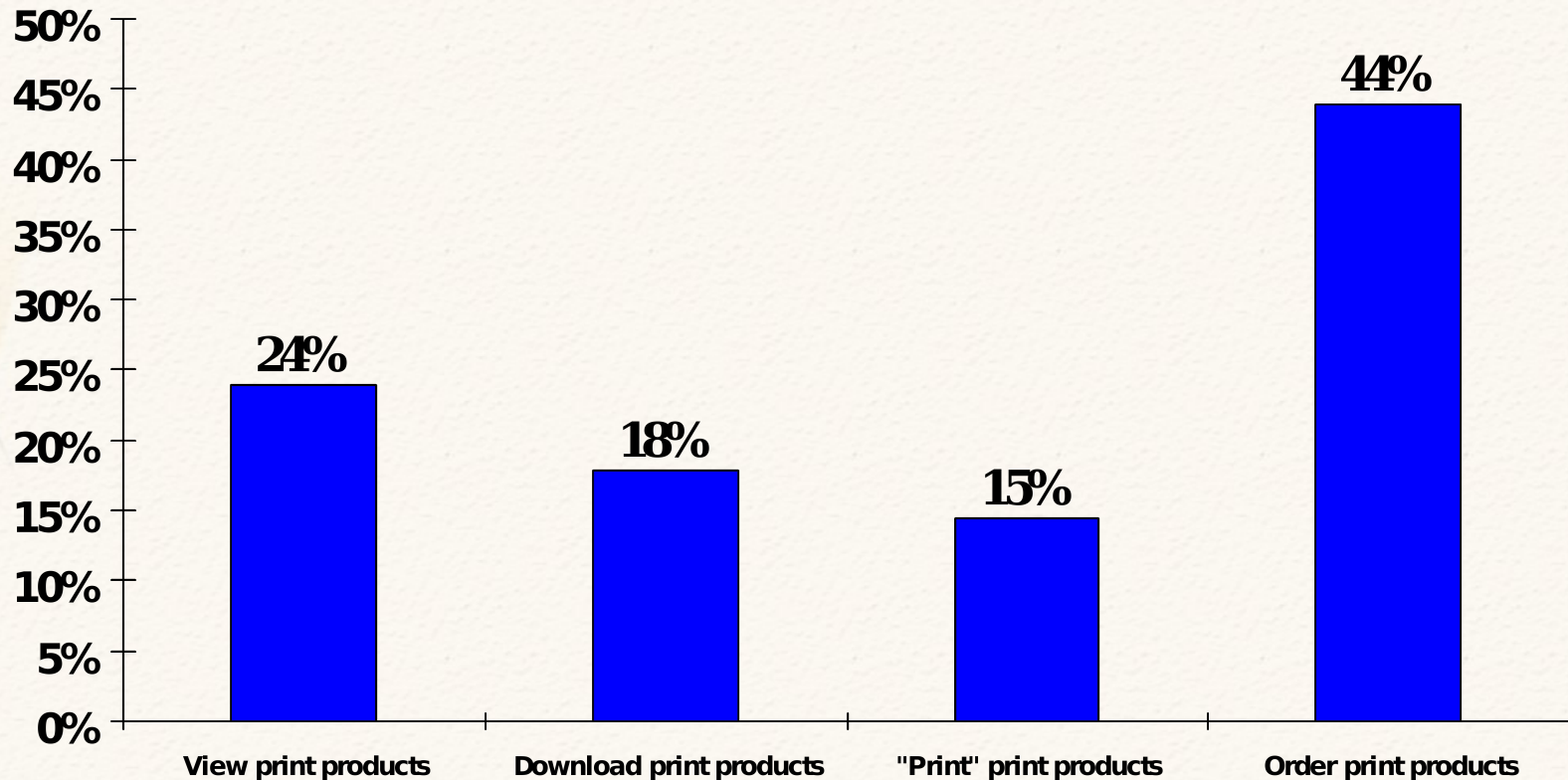


# What is the frequency of your use of the SMART Web site?

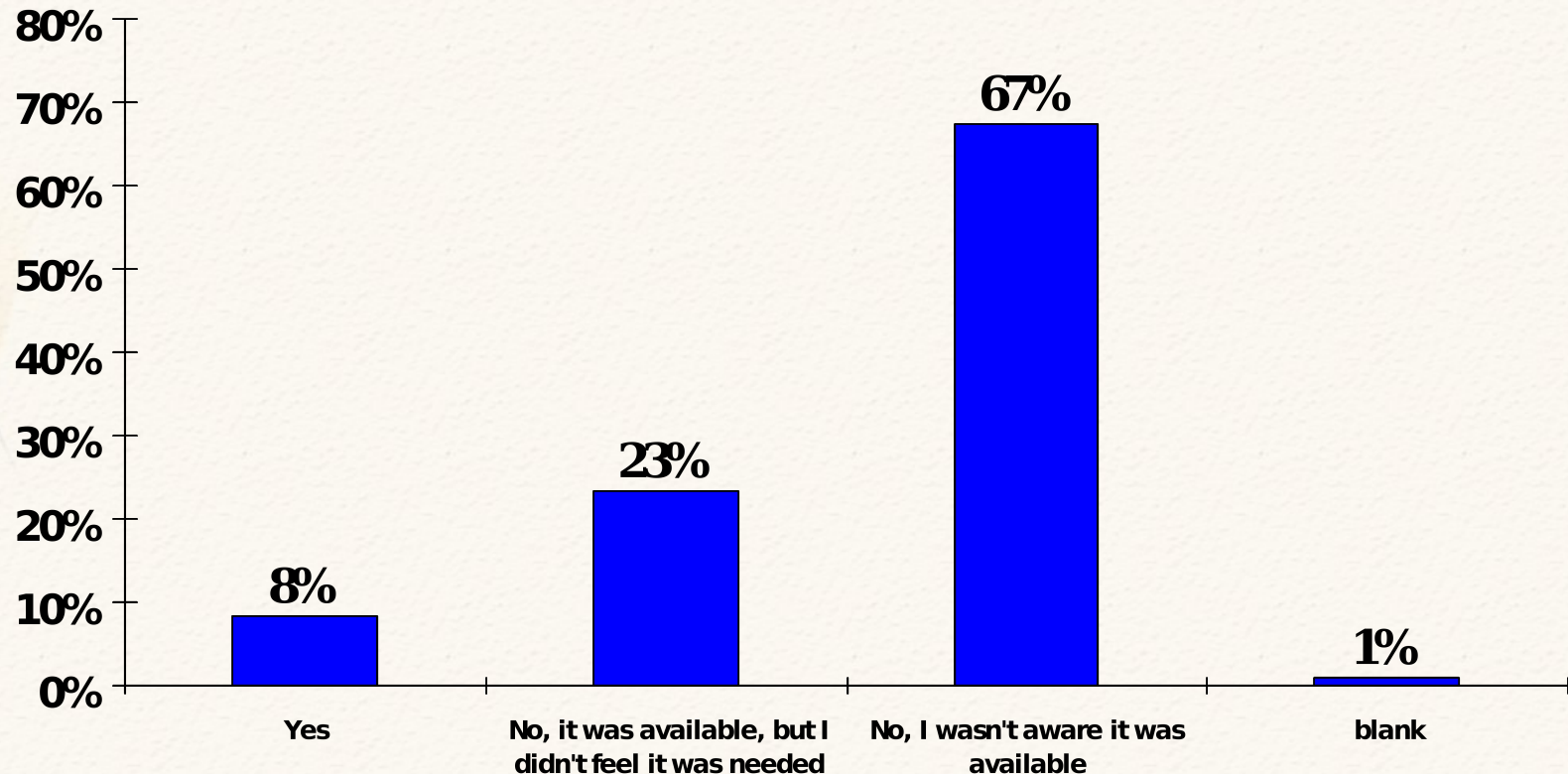




# What function do you use to get printed products? [MARK ALL THAT APPLY]



# Did you receive training prior to using the SMART Web site?



# Summary of Assessments: Percentage Who Said it Met or Exceeded Their Expectations





# Summary of Assessment Scores: Score on 0 - 4.0 Scale

